

Hello Harmonites,

**\*This is a long email with a lot of information in it. Please assure you read through this carefully.\***

We wanted to send out an email reminding all residents to send in their filled out "Controlled Access Forms". You can find the form here: <https://harmonyowners.com/oah-controlled-access-package/>

- This needs to be done as soon as possible.
- Please ensure that the information you input into the form is **as accurate as possible**. We require the postal code of your address.
- Each member of the household who will be granted access are required **a separate email address** for their mobile credentials. If additional members of the household do not have their own email address, a physical access card will be provided for them.
  - NOTE: You can only have either a mobile credential, or physical access card, not both. **If you change your mind (have mobile credentials and now want physical card or have physical card and now want mobile credentials) it will come at a cost of \$25 per credential changed.**
  - Both mobile credentials and physical cards have the same function – they will grant you access to the main gate.

This communication has multiple intentions. We want to list them all in this communication, so residents are well informed about our current action plan regarding controlled access. **The deadline to submit your controlled access form is May 14, 2023. \*\*NOTE: Even if you do not have your credentials, you will still be able to access the amenities with proof of residency (Photo ID with Harmony address, mail with Harmony address, etc.)**

There may be delays between when you receive your confirmation email from us and when you receive your mobile credentials. **Please be patient, as processing of the forms can take some time. We must input information in three different systems to successfully provide you with credentials. With the backlog that we have, this will take time to work through. If you've recently submitted your forms, we are working as diligently as possible to process the forms, but due to our backlog it will take some time to catch up.**

1. If you have already submitted your controlled access forms and have received your credentials, you're set. Nothing left for you to do. Thank you for your time.
2. If you have submitted your forms and have not received anything, please be on the lookout for an email from [notifications@wirelesscredentials.com](mailto:notifications@wirelesscredentials.com). We are working on re-issuing credentials over the next couple of weeks on an ongoing basis. If you haven't received this email, please check your junk folder. (See next step for screenshots of what to expect).
3. If you haven't submitted your controlled access form, please do so ASAP. When you complete the form, you will receive an email from our admin inbox [admin@harmonyowners.com](mailto:admin@harmonyowners.com). It will look like this:

OAH Controlled Access Documents have been received by the OAH Administrator.  
Please wait to be contacted and we will get back to you.  
Other OAH reference materials, including the most recent OAH Rules and Regulations can be found here: <https://harmonyowners.com/important-documents-for-residents/>  
For any questions or concerns, please email [admin@harmonyowners.com](mailto:admin@harmonyowners.com) and we will reply as soon as possible.





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After you receive the confirmation email, you will receive another email from [notifications@wirelesscredentials.com](mailto:notifications@wirelesscredentials.com). **This is not spam**. The body of the message will look like this:

**Access Your Mobile Credential**

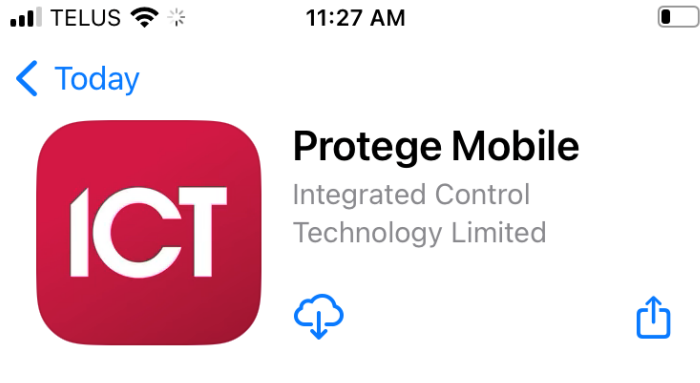
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You have been issued a Mobile Credential. To complete your account setup and access your Mobile Credential please follow the steps below:

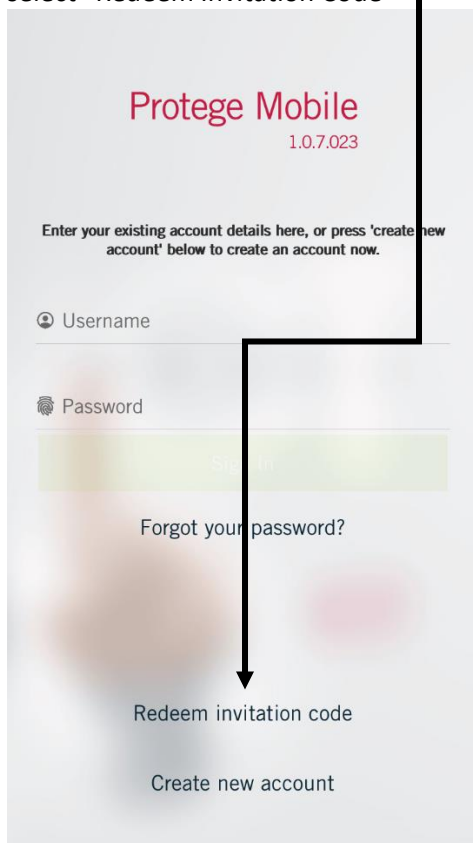
- 1 On your Mobile device, open this email and click the 'Complete Account Setup' button below to install the App. Once installed open the app, your invitation code (as shown below) will be populated on the 'Redeem Invitation Code' screen.  

- 2 If the link above does not open the App Store you can download the App by clicking one of the links below.  
  
  
Once installed, open the App and click 'Redeem Invitation Code'. Your invitation code is below.  

- 3 After completing the sign up process correctly you will be able to login and view your issued credentials. If you cannot see any credentials please contact your security manager.
- 4 Your security manager will confirm when you can use your mobile device to enter the building.

Select "Complete Account Setup", copy the redemption code in the email, and follow the below steps:

1. You will be taken to the APP store of your mobile device. It will be for the APP called "Protege Mobile". See below for screenshot:



2. Once downloaded, you will be prompted to set up your account. Don't start from scratch, please select "Redeem Invitation Code"



3. Follow the prompts and you will have successfully finished acquiring your credentials.

There may be delays between when you receive your confirmation email from us and when you receive your mobile credentials. **Please be patient, as processing of the forms can take some time. If you've recently submitted your forms, we are working as diligently as possible to process the forms, but we are currently backlogged and will take some time to catch up.**

If you've requested physical cards, please do not hesitate to drop by the Discovery Centre to pick them up! **Please do this before May 15, 2023.**

**If you haven't submitted your request yet, we encourage you to request mobile credentials.** For all those who have requested mobile credentials, we will be entering you in a draw for a \$100 VISA gift card. **Physical cards are easy to lose and have a cost of \$25 to replace.** With mobile credentials, even if you were to lose your phone, you can easily sign in with a new phone to access your credentials.

If you have any questions, please email us at [admin@harmonyowners.com](mailto:admin@harmonyowners.com) and we will get back to you within 1-2 business days.

Thank you!

Your Owners Association of Harmony